

Message

From: Layne, Kenda [Layne.Kenda@epa.gov]
Sent: 2/1/2021 9:23:04 PM
To: Leff, Karin [Leff.Karin@epa.gov]; Badalamente, Mark [Badalamente.Mark@epa.gov]; OECA Business Council [OECA_Business_Council-1@epa.gov]
Subject: RE: Consistency check item: ZenDesk (or whatever it's called now)

Hi Karin,

I am following up on your question below. The Agency no longer uses ZenDesk. It was replaced last year with Service Now.

I spoke with Daniele about Service Now and the concerns you raised below. Here's the response received:

This issue has been a problem with each of the predecessor systems. When a person submits a question, they initially decide where the ticket goes. This is based on their assumptions and from the drop down options available to them. Sometimes the misrouting occurs based upon OECA's position in the drop down menu. Now once it comes to OECA, we do have some capability to route to a particular office, but this is based on sub category. The system automatically does this. If this automatic routing is in error, then the process should be refined (matured) to help better define the categories (office) of request that tickets can be routed. So, this is something that can be done going forward.

Because of the schedule at this week's BC meeting with Larry and Eileen leading discussions/providing information, we may not have enough time to discuss the above issue during our consistency check. If this response is insufficient and we need to discuss it further, please let me know. I can add it to the next meeting's agenda.

Separate topic/reminder . . . if you have not already, please let your office know about the volunteers needed for the LDP projects – Succession Planning and Employee Empowerment.

Many thanks!

Kenda Layne,
Deputy Director
(she/her/hers)

Failure at some point in life is inevitable, but giving up is unforgiveable. – Joe Biden

Office of Administration and Policy
Office of Enforcement and Compliance Assurance
U.S. EPA
1200 Pennsylvania Ave, N.W., Mail Code: 2201A
Washington, DC 20004
Phone: 202-564-6063
Cell: 202-674-0902
Fax: 202-501-0017

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From: Leff, Karin <Leff.Karin@epa.gov>
Sent: Tuesday, January 26, 2021 1:42 PM
To: Layne, Kenda <Layne.Kenda@epa.gov>; Badalamente, Mark <Badalamente.Mark@epa.gov>; OECA Business Council

<OECA_Business_Council-1@epa.gov>

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Could we discuss how the Zendesk is being implemented. It seems to be broken in that 1. Questions are being assigned that are inappropriate for the office to which they're assigned and 2. Once you've responded, sometimes the office doesn't get credited for responding. Are others having these issues? Can we get a better understanding of the process and opportunities to fix the process? Thanks. Karin

Karin Leff
Director, Federal Facilities Enforcement Office
MC 2261A
U.S. Environmental Protection Agency
1200 Pennsylvania Ave., NW
Washington DC 20460
202 564-7068
202 236-3669

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